

Kim A. Douglass
Senior Staff Consultant
Northwest Region



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600 Hidden Ridge
Irving, Texas 75038

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July 13, 2007

VIA DHL AND ELECTRONIC MAIL

Public Utilities Commission of Oregon
Attention: Filing Center
550 Capitol Street N.E., Suite 215
Salem, OR 97301-2551

Re: **UM 1310 - Verizon Northwest Inc. 2007 Annual ETC Filing**

Dear Filing Center:

Enclosed for filing are an original and two copies of Verizon Northwest Inc.'s 2007 Annual ETC Filing per the requirements in the Commission's Order No. 06-292 in Docket No. UM 1217.

Sincerely,

A handwritten signature in cursive script that reads "Kim Douglass".

Kim A. Douglass

Enclosures

DOCKET NO. UM 1310

**Required Cover Sheet for Submission of
2007 Annual ETC Recertification Reports**

Filing Deadline: Monday, July 16, 2007

Name of Eligible Telecommunications Carrier: Verizon Northwest Inc.

Filing date: July 13, 2007

Is this: Original submission? Yes

OR

Revised submission? _____ If revised, please identify which reports
are being revised _____

Person to contact for questions:

Name Kim Douglass

Phone number 972-718-3418

E-mail address kimberly.a.douglass@verizon.com

Filing instructions: Please file reports under Docket No. UM 1310. File reports electronically via the PUC Filing Center; see the PUC website for instructions. Also send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. Send documents to the Filing Center using one of the two following addresses, depending on the delivery carrier used:

For US mail: Public Utility Commission of Oregon
Attn: Filing Center
PO Box 2148
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon
Attn: Filing Center
550 Capitol St. NE #215
Salem, OR 97308-2148

If you have any questions on these reports, please call Kay Marinos at 503-378-6730, or Celeste Hari at 503-378-6628.

2007 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1310

Report Formats to Satisfy Requirements of Order No. 06-292 for 2007

Report #1 Supported Services Offerings

- 1.1. Basic Local Usage Service Offerings – **All ETCs**
- 1.2. Comparable Local Usage Plan – **CETCs only**
- 1.3. Supported Services Not Provided – **CETCs only**
- 1.4. Equal Access Acknowledgement – **CETCs only**

Report #2 Unfulfilled Service Requests

- 2.1. Unfulfilled Service Requests/Held Orders – **All ETCs**
- 2.2. Service Request Processing – **CETCs only**

Report #3 Evidence of Advertising for Basic Supported Services - All ETCs

Report #4 Low-income Services – All ETCs

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

Report #5 Outage Report – All ETCs

Report #6 Trouble Report – All ETCs

Report #7 Network Improvement Plan – CETCs only

Report #8 Special Commitments/Requirements – CETCs only

Report #9 Certifications – All ETCs

- 9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**
- 9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – **All ETCs**

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

Choose **either A. or B. below, as applicable:**

A. Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:

1. residence:

Verizon Northwest Inc. Tariff P.U.C. OR. No. 18 – Section IV, Sheets 1-3, 5-14, 16, 18-71

2. business:

Verizon Northwest Inc. Tariff P.U.C. OR. No. 18 – Section IV, Sheets 1-15, 18-71

B. Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan's name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services.

1.2. Comparable Local Usage Plan – CETCs only

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes _____ no _____

Identify which of the plans in 1.1.B above are “comparable” to the ILEC local usage offerings, and explain the basis for the comparability. _____

1.3. Supported Services Not Provided – CETCs only

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911): _____

Are these services provided currently? yes _____ no _____

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CETCs only

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes _____ no _____

Report #2 – Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders – All ETCs

Choose **either A. or B.** below, as applicable:

- A. Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2006. No additional submission is required for recertification purposes.
- B. Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2006. In this case, choose **one** of the following alternatives for reporting:
1. The number of customer requests for supported services that were not fulfilled during calendar year 2006: _____.
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
 2. The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2006: _____.
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs

Describe how basic supported services were advertised during calendar year 2006 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2006.

Verizon Northwest Inc. (“Verizon NW”) basic service options are described in the “General Information” section of directories that are distributed in all Verizon NW exchanges. See Attachment 1 for a sample. Verizon NW places notices in local newspapers on an annual basis, which explain that Verizon NW offers basic local service for a monthly charge to residential customers. The notice for 2006 was placed in April 2006 in the Portland Oregonian, the Coos Bay World and the La Grande Observer. See Attachment 1 for a copy of the notice. This notice also appears in the “General Information” section of the following directories: Washington County, Union-Wallowa, Southern Oregon Coast, Murphy-Provolt, Yamhill County, Gresham, Marion County, Clackamas County and Clatskanie. See Attachment 1 for a sample.

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers – All ETCs

The total number of customers receiving Lifeline discounts during the month of December 2006 in the designated service area: 7,287.

CETCs only - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4.2. Advertising of Low-Income Program Service Offerings – All ETCs

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2006, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

See Attachment 1 for a copy of the 2006 public notice that ran in the following newspapers in April 2006: the Portland Oregonian, the Coos Bay World and the La Grande Observer. Also see Attachment 1 for a sample of the information provided in the following telephone directories: Washington County, Union-Wallowa, Southern Oregon Coast, Murphy-Provolt, Yamhill County, Gresham, Marion County, Clackamas County, Clatskanie and Portland-Vancouver.

Report #5 – Outage Report – All ETCs

Choose **either A. or B. below, as applicable:**

A. Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2006. No additional submission is required for recertification purposes.

B. Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2006. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1. The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2006 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2. The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2006 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

Report #6 – Trouble Report – All ETCs

Choose either A. or B. below, as appropriate:

A. X Trouble reports were filed with the Oregon PUC for calendar year 2006 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B. Trouble reports were **not** filed with the Oregon PUC during calendar year 2006. In this case, choose **one** of the following alternatives for reporting:

1. The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2006, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	_____	_____
Poor reception	_____	_____

2. The number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2006: per 100 working access lines.

Report #7 – Network Improvement Plan – CETCs Only

The following detailed information must be included in each network improvement plan. Only CETCs must file these plans for recertification purposes. CETCs that receive *only* low-income program support (no high-cost or access-related support), do not have to file network improvement plans. CETCs are strongly encouraged to use the format laid out in the attached Excel worksheets to provide information required in the outline below (taken from the UM 1217 order), rather than use some other format developed by the CETC.

7.1. Demonstration of use of support funds (other than low-income funds) received during 2006, including:

- 7.3.1.1. The amount of support funds, by type, received during the year.
- 7.3.1.2. Year-end counts of eligible lines/handsets in service for each ILEC service area as they were reported to USAC for the past December.
- 7.3.1.2. Identification of each project for which the support was used, the actual support expenditures (by amount and type) for each project, and status of project (completed or still in progress).
- 7.3.1.3. The resulting benefits to consumers (qualitative and quantitative) from each project and updates to coverage and signal strength maps.
- 7.3.1.4. Explanation of how and why actual spending of support funds differed from spending proposed in the previous network improvement plan.

7.3.2. Updates to network improvement plan for the current calendar year and the following year:

- 7.3.2.1. Forecast of support amount, by type (LSS, HCL, ICLS, IAS), that the applicant expects to receive during each of the next 2 years, as well as an explanation of how the forecast was derived.
- 7.3.2.2. Detailed information for each project that will use support funds:
 - 7.3.2.2.1. Description and purpose of the project, its physical location and the ILEC serving that area.
 - 7.3.2.2.2. The start date and completion data (by quarter).
 - 7.3.2.2.3. Amount of support money allocated to the project, in total and broken down by investment and expense types.
 - 7.3.2.2.4. The amount of company's own funds that will be used for each supported project.
 - 7.3.2.2.5. Brief explanation of why the carrier would not make these improvements without the availability of support funding.
 - 7.3.2.2.6. Quantification of resulting service improvements by type (increased coverage, signal strength, capacity, etc.), population benefited, and geographic area benefited (shown on map).

Report #8 – Special Commitments/Requirements – CETCs only

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes ____ no ____.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

Report #9 – Certifications - All ETCs

9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS and/or ICLS

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2007.

9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended.

9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support.

Patrick A. Garzillo
Vice President
Finance

RECEIVED

JUN 29 2007

USAC
Signature

William

verizon

One Verizon Way, 02 Floor
Basking Ridge, NJ 07920

Phone 908-559-6711

Fax 908-696-2081

pat.garzillo@verizon.com

June 29, 2007

To: Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 - 12th Street, SW
Washington, DC 20554

Karen Majcher
Vice President - High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

Re: CC Docket No. 96-45
Interstate Access Support - IAS
Annual Certification Filing

This is to certify that Verizon Telephone Companies¹ will use their *Universal Service INTERSTATE ACCESS SUPPORT - IAS* only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the study areas listed below.

Company Name	State	Study Area Code
Verizon Washington, DC Inc.	DC	575020
Verizon Delaware Inc.	DE	565010
Verizon New England Inc.	MA	115112
Verizon Maryland Inc.	MD	185030
Verizon New England Inc.	ME	105111
Verizon New England Inc.	NH	125113
Verizon New Jersey Inc.	NJ	165120
Verizon New York Inc.	NY	155130
Verizon Pennsylvania Inc.	PA	175000
Verizon New England Inc.	RI	585114
Verizon Virginia Inc.	VA	195040
Verizon New England Inc.	VT	145115
Verizon West Virginia Inc.	WV	205050

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

Patrick A. Garzillo

¹ The Verizon telephone companies are the affiliated telephone companies of Verizon Communications Inc.

Company Name	State	Study Area Code
Verizon California -- Arizona	AZ	452302
Verizon California -- Contel	CA	542302
Verizon California -- GTE	CA	542319
Verizon California -- Nevada	NV	552302
Verizon West Coast Incorporated	CA	542344
Verizon Florida Inc.	FL	210328
Verizon Idaho	ID	472416
Verizon Illinois -- Contel	IL	341036
Verizon Illinois -- GTE	IL	341015
Verizon Illinois -- GSI	IL	343035
Verizon Indiana -- Contel	IN	320779
Verizon Indiana -- GTE	IN	320772
Contel of the South, Inc. d/b/a Verizon North Systems Inc. -- CSI Indiana	IN	323034
Verizon Michigan -- GTE	MI	310695
Contel of the South, Inc. d/b/a Verizon North Systems Inc. -- CSI Michigan	MI	313033
Verizon N. Carolina -- Contel	NC	230509
Verizon N. Carolina -- GTE	NC	230479
Verizon Ohio	OH	300615
Verizon Oregon	OR	532416
Verizon Pennsylvania -- Contel	PA	170170
Verizon Quaker State PA	PA	170201
Verizon Pennsylvania -- GTE	PA	170169
Verizon S. Carolina -- Contel	SC	240526
Verizon S. Carolina - GTE	SC	240479
GTE Southwest Incorporated d/b/a Verizon Texas -- Contel	TX	442154
GTE Southwest Incorporated d/b/a Verizon Texas -- GTE	TX	442080
Verizon Virginia -- Contel	VA	190233
Verizon Virginia - GTE	VA	190479
Verizon Washington - Contel	WA	522449
Verizon Washington -- GTE	WA	522416
Verizon Wisconsin	WI	330886
Verizon Business Global LLC	NY	159001
Verizon Business Global LLC	PA	179001

AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE
WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES

I, KATHY KOELLE, being of lawful age and duly sworn, on my oath, state that I am the SENIOR VICE PRESIDENT [an officer] of VERIZON NORTHWEST INC. ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in

(check one):

- X applicable Oregon Commission rules, or
 the CTIA Consumer Code for Wireless Carriers, or
 other (describe and explain conformance with requirements of Order No. 06-292): _____

DATED this 17TH day of MAY, 2007.

VERIZON NORTHWEST INC. (Company)

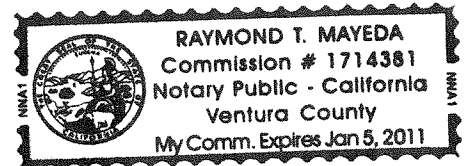
By: Kathy Koelle (Name)

Its: SENIOR VICE PRESIDENT (Title)

SUBSCRIBED AND SWORN to before me this 17TH day of MAY, 2007.

Raymond J. Mayeda
Notary public in and for the State of California

My Commission Expires: JAN. 5, 2011



Attachment 1

Report #3 Evidence of Advertising for Basic Supported
Services (excluding low-income/lifeline)

Report #4 – 4.2 Advertising of Low-Income Program
Service Offerings



Calling Assistance

Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones. TRS communication assistants relay telephone conversations verbatim simultaneously between TTY users and non-TTY users. Oregon Relay operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out. There is no charge to use the relay service. Discounted rates may apply to calls placed to telephone numbers within your LATA. Calls to telephone numbers outside of your LATA will be billed at the long-distance provider's regular rates. (Please see page 10 for LATA information.)

The toll-free numbers for Oregon Relay are:
 TTY **7-1-1 or 1-800-735-2900**
 Voice **1-800-735-1232**
 ASCII **1-800-735-0644**
 Spanish Voice/TTY **1-800-735-3896**

For emergency calls, TTY users should dial 911. Emergency service centers in nearly all areas of the state have TTYs. If you are using the relay service to make a long-distance call, tell the operator which long-distance company you want to handle the call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information. Customers with TTYs can use Oregon Relay to call their local telephone service provider. Here's how: Call Oregon Relay at **1-800-735-2900**. Tell the operator the number you wish to call. (Please see page 1 for a list of contact numbers).

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at 1-800-855-1155 for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply. The TTY operator can help with:

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verifications

Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local telephone service provider.

A portable telecommunications device for customers with a speech or hearing disability is available through Verizon. Battery or AC-operated, this device sends and receives messages using a standard telephone through a system of flashing lights and electronic readout display. Accessories for the unit include a portable carrying case, a printer attachment, a ring signaler, and an automatic answer and recording device. Special telephone equipment for use with hearing aids, portable and permanently installed sound boosters, and visual signaling devices are also available for persons with hearing disabilities. If you have special communication problems that cannot be met through our standard product line, we will be happy to work with you to meet your telephone needs. For more information regarding equipment through telecommunications devices for the Deaf Access Program, call the Oregon Public Utility Commission at 1-800-848-4442 (Voice) or 1-800-648-3458 (TTY).

Service Options

Verizon offers up to three LOCAL service plans that may reduce your monthly telephone bill depending on your calling habits. There is a set monthly fee for the option you select. Charges for outgoing LOCAL telephone calls will either be included in your set monthly fee or charge on a per minute-of-use basis depending on the plan you select. All outgoing calls will be completed with ten-digit dialing.

Basic Calling Plan: If you make few outgoing calls, Basic Calling is the plan for you. You will be charged on a per minute-of-use basis for all LOCAL calls within your own community and to extended area service locations. **THERE IS NO PER MINUTE-OF-USE CHARGE ON INCOMING CALLS.**

Community Calling Plan: This plan is designed for people who make most of their calls within their won community. This plan provides for unlimited calling within your own community and per minute-of-use based pricing for all extended area service calling.

Premium Calling Plan: This plan is designed for people who prefer one set monthly fee for LOCAL service. For one price, you have unlimited calling in your own community and all extended area service locations.

For more information call your Verizon Customer Contact Center:

Residential customers **1-800-483-4000**
 Business customers **1-800-483-5000**

Text Telephone (TTY) customers call Verizon through Telecommunications Relay Service. (Please see page 6 for calling instructions.)

Calling Assistance For People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones and vice versa. A specially trained Communications Assistant (CA) relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages so the TTY users and voice telephone users can converse. The CA relays the entire conversation, leaving nothing out. Calls made through the relay service and entirely confidential. TRS operates 24 hours a day, seven days a week.

Local calls made using TRS incur no extra charge, however, callers will be billed for any applicable direct-dial toll charges and operator assistance charges on their out-going call, just as if they had dialed it themselves. Discounted rates may apply to calls placed to telephone numbers within you LATA. (Please see pages 14-15 for LATA information.) Customers may request that their long-distance company be used when placing long distance calls. Customers with certain disabilities may be exempt from Directory Assistance charges. The may also qualify for special rates on out-of-area direct-dialed and station-to-station calls.

Public Notice

Basic and low cost telephone services from Verizon

Verizon is an Eligible Telecommunications Carrier (ETel) in Oregon under Federal Communications Commission (FCC) and Public Utilities Commission of Oregon guidelines. As such, we receive universal service funding, which enables us to provide service at reasonable rates to high cost, usually rural area and low income customers.

Under those guidelines, Verizon certifies that it provides the following basic services for a monthly charge of \$8.07 to \$12.59 (plus Federal Subscriber Line Charge, applicable taxes and surcharges) to residence customers.

- Single-party service
- Voice grade access to the public switched network
- Touch call service
- Access to emergency services (including 911 and enhanced 911)
- Access to operator, interexchange and directory assistance services

We also provide low-cost Lifeline service for qualified low-income residence customers for \$1.07 to \$5.59 a month. Also available to Lifeline customers is a low-cost Link-up basic connection service at a 50% discount (up to \$30.00). In addition, we can provide Lifeline customers with free toll blocking to help them control long-distance usage. If Lifeline customers do not pay toll charges, their access to the toll network may be denied, but their local service won't be disconnected.

Verizon also provides low-cost Lifeline service through its Native American Lifeline (NALL) program. Residents of federally recognized tribal lands who qualify for Lifeline may get their basic telephone service for as low as \$1.00 per month. Residents of federally recognized tribal lands who meet the NALL eligibility criteria are also eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service.

**For more information please call our
customer sales and solution center
at 1-800-483-4000 (Residence)**

RULE AND EVERYTHING BELOW IS NON PRINTING

TO ALL NEWSPAPERS – INFORMATION ONLY

Region: Oregon Legal
AD#1
2 Col = 3.875"
ISSUE
Oregonian
503-221-8307
Mary Krist
ads@oregonian.com
ads@adservice.com
Print # 111673



Doing Business With Verizon

Setting Up or Changing Your Phone Service

If you've just moved into a new home or established a new business, we will be happy to connect your phone service. We can also make any changes needed to your current service. Please call Verizon's Customer Contact Center at one of these toll-free numbers:

Residential customers.... **1-800-483-4000**

Centro Hispano de Verizon

Clientes Residenciales.... **1-800-743-2483**

Residential Center for Customers with DisabilitiesV/TTY **1-800-974-6006**

Business customers **1-800-483-5000**

Centro Hispano de Verizon

Clientes Comerciales **1-800-483-4522**

國語住家客戶服務中心 **1-800-483-8688**

星期一至星期五 ..8:00 a.m. - 5:00 p.m. PST

國語商務客戶服務中心 .. **1-877-500-5522**

星期一至星期五 ..8:00 a.m. - 5:30 p.m. PST

한국어 가정용 고객 **1-800-483-7772**

월요일 - 금요일8:00 a.m. - 5:00 p.m. PST

한국어 비즈니스 고객 .. **1-877-511-5522**

월요일 - 금요일8:00 a.m. - 5:30 p.m. PST

Trung tâm khách hàng Việt Nam .. **1-800-483-2262**

Thứ hai - Thứ sáu8:00 a.m. - 5:00 p.m. PST

Trung tâm thương mại Việt Nam .. **1-877-522-5575**

Thứ hai - Thứ sáu8:00 a.m. - 5:30 p.m. PST

For changes or additions to your service, you can also contact or visit **Verizon Plus** in the Gresham Town Fair at 314 NW Eastman Parkway, Gresham, **503-667-9726** or **1-800-483-6697**.

All customers with Text Telephones (TTYs—special equipment for people with hearing and/or speech disabilities) call Verizon through the Telecommunications Relay Service. (Please see page 8 for calling instructions.)

When applying for new telephone service you will be asked to answer several questions. Responses to questions such as your address, how your name should appear in the directory, Verizon calling services you may wish to order, credit information, and previous telephone services will help us with all of your telephone service needs and determine if a deposit will be required. If a deposit is required, it will be refunded to you, with interest, after a year of timely payments.

Residential phones are installed for normal domestic use. Residential service will be changed to business service if the telephone is used primarily for business or is advertised for business purposes. If you want to change your business service to residential service, you will be required to change your telephone number.

Please Note: To ensure your white page listing is correct for the next directory, please call the appropriate 1-800 number at least three months prior to the publication date to make any additions, changes, or deletions.

Deposits

To apply for service you must establish credit. Credit may be approved by making a deposit equal to a percentage of your estimated annual billing, or by other established credit arrangements. Additional deposits may be required as a result of late payment, disconnection, or nonpayment. Deposits are refunded with interest on your final bill after one year provided your payments have been on time. For further information please call Verizon's Customer Contact Center.

Transferring Telephone Service

The transfer of existing telephone service from one customer to another is called a "supersedure." Upon your request, your telephone service—including your telephone number—can be transferred to another person. The new customer must agree to assume the responsibility for all outstanding charges, both billed and unbilled, including charges for directory advertising. Supersedure requires continuous billing with no change in the type or location of equipment. There is a one-time fee to supersede telephone service. For further information, please call Verizon's Customer Contact Center.

Financial Assistance for Low Income Telephone Customers

Programs are available in Oregon to help qualifying low income customers pay their telephone charges. The Oregon Telephone Assistance Plan provides funds to help customers pay monthly network access charges. Another program, Link-Up America, provides funds to help customers pay telephone installation charges. For more information about these programs, contact the Public Utility Commission of Oregon. In Oregon, call 1-800-848-4442.

Public Notice Basic and low cost telephone services from Verizon

Verizon is an Eligible Telecommunications Carrier (ETel) in Oregon under Federal Communications Commission (FCC) and Public Utilities Commission of Oregon guidelines. As such, we receive universal service funding, which enables us to provide service at reasonable rates to high cost, usually rural area and low income customers.

Under those guidelines, Verizon certifies that it provides the following basic services for a monthly charge of \$8.07 to \$12.59 (plus Federal Subscriber Line Charge, applicable taxes and surcharges) to residence customers.

- Single-party service
- Voice grade access to the public switched network
- Touch call service
- Access to emergency services (including 911 and enhanced 911)
- Access to operator, interexchange and directory assistance services

We also provide low-cost Lifeline service for qualified low-income residence customers for \$1.07 to \$5.59 a month. Also available to Lifeline customers is a low-cost Link-up basic connection service at a 50% discount (up to \$30.00). In addition, we can provide Lifeline customers with free toll blocking to help them control long-distance usage. If Lifeline customers do not pay toll charges, their access to the toll network may be denied, but their local service won't be disconnected.

Verizon also provides low-cost Lifeline service through its Native American Lifeline (NALL) program. Residents of federally recognized tribal lands who qualify for Lifeline may get their basic telephone service for as low as \$1.00 per month. Residents of federally recognized tribal lands who meet the NALL eligibility criteria are also eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service.

For more information please call our customer sales and solution center at **1-800-483-4000**. (Residence)

Installation Charges

There is a charge to start your new telephone service. Please talk to Verizon's Customer Contact Center to find out the charges in your area. Installation charges generally appear on your first telephone bill.



Doing Business With Verizon

Setting Up or Changing Your Phone Service

If you've just moved into a new home or established a new business, we will be happy to connect your phone service. We can also make any changes needed to your current service. Please call Verizon's Customer Contact Center at one of these toll-free numbers:

Residential customers.....	1-800-483-4000
Centro Hispano de Verizon	
Clientes Residenciales.....	1-800-743-2483
Residential Center for Customers with Disabilities	V/TTY 1-800-974-6006
Business customers	1-800-483-5000
Centro Hispano de Verizon	
Clientes Comerciales	1-800-483-4522
國語住家客戶服務中心	1-800-483-8688
星期一到星期五	8:00 a.m. - 5:00 p.m. PST
國語商務客戶服務中心	1-877-500-5522
星期一到星期五	8:00 a.m. - 5:30 p.m. PST
한국어 가정용 고객	1-800-483-7772
월요일 - 금요일	8:00 a.m. - 5:00 p.m. PST
한국어 비즈니스 고객	1-877-511-5522
월요일 - 금요일	8:00 a.m. - 5:30 p.m. PST
Trung tâm khách hàng Việt Nam	1-800-483-2262
Thứ hai - Thứ sáu	8:00 a.m. - 5:00 p.m. PST

For changes or additions to your service, you can also contact **Verizon Plus** at **1-800-483-6697**.

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